

# Managed Care Nonrenewal Tool Kit

## Contents Overview

Document	Purpose	Audience
<b>Medicare Health Plans Nonrenewal Fact Sheet</b>	HANDOUT — To explain the nonrenewal situation, assure beneficiaries that they are still covered by Medicare, and offer them SHIP contact information. <i>(Also available at <a href="http://www.medicare.gov">www.medicare.gov</a>).</i>	Beneficiary
<b>Medicare Information: When Managed Care Plans Leave Medicare</b>	HANDOUT — To list resources available to answer beneficiary questions including printed materials, 1-800-MEDICARE, <a href="http://www.medicare.gov">www.medicare.gov</a> , and SHIP contact numbers.	Beneficiary
<b>An Overview of Medigap Policies and Protections</b>	HANDOUT — To review basic information explaining Medigap plans and detail special protections extended to those affected by nonrenewals. <i>(Also available at <a href="http://www.medicare.gov">www.medicare.gov</a>).</i>	Beneficiary
<b>Do You Need Help to Pay Health Care Costs?</b>	HANDOUT — To describe financial assistance available through the QMB and SLMB programs to those returning to original Medicare. <i>(Also available at <a href="http://www.medicare.gov">www.medicare.gov</a> and available in Spanish and English).</i>	Beneficiary
<b>Flyer Template for Public Meetings</b>	HANDOUT — To alert beneficiaries of public meetings hosted by HCFA to educate those affected by nonrenewals on their options.	Beneficiary
<b><a href="http://www.medicare.gov">www.medicare.gov</a></b>	BROCHURE — To alert beneficiaries of HCFA's consumer-based Internet site.	Beneficiary
<b>Medicare Health Plans Nonrenewal Messages</b>	TALKING POINTS — To summarize key points for HCFA staff and partners to share with beneficiaries when answering questions from the public or the media.	Regional Offices and Partners
<b>Frequently Asked Questions on Medicare Health Plan Nonrenewals</b>	QUESTIONS & ANSWERS — To assist HCFA staff and partners in answering general and detailed questions that may be posed by the public or the media. <i>(Also available at <a href="http://www.medicare.gov">www.medicare.gov</a>).</i>	Regional Offices and Partners, Beneficiary
<b>“What Should You Do When Your Managed Care Plan Withdraws from Medicare?” Power Point Presentation</b>	PUBLIC PRESENTATION — To highlight information of greatest importance to beneficiaries attending public meetings on nonrenewals. Space has been left to include community-specific information.	Regional Offices and Partners, Beneficiary
<b>Disabled Beneficiary Tip Sheet</b>	TALKING POINTS — To provide HCFA staff and partners with information of specific relevance to disabled beneficiaries that may be posed by the public or the media.	Regional Offices and Partners
<b>Statement by the Administrator</b>	PRESS MATERIAL — To provide the media with an on-the-record statement by the HCFA Administrator on nonrenewals. <i>(Also available at <a href="http://www.medicare.gov">www.medicare.gov</a>).</i>	News Media
<b>Press Office Fact Sheet</b>	PRESS MATERIAL — To provide background to the media on Medicare health plan nonrenewals. <i>(Also available at <a href="http://www.medicare.gov">www.medicare.gov</a>).</i>	News Media
<b>Press Release on Medicare Health Plan Nonrenewal</b>	PRESS MATERIAL — To help regional offices announce/confirm to the media that a specific health plan has decided to leave Medicare. Space has been left to include community-specific information.	News Media

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<b>Press Release to Announce Public Meetings on Medicare Health Plan Nonrenewal</b>	PRESS MATERIAL — To help regional offices publicize public meetings hosted by federal or state officials to educate those affected by nonrenewals on their options. Space has been left to include community-specific information.	News Media
<b>HCFA Publications Ordering Information</b>	REFERENCE — To supply ordering information for obtaining bulk quantities of relevant beneficiary reference materials and handouts. <i>(Also available at <a href="http://www.medicare.gov">www.medicare.gov</a>).</i>	Regional Offices and Partners
<b>Appendix of Model Interim and Final Beneficiary Letters</b>	REFERENCE — Examples of July and October letters being sent to beneficiaries. These materials can be used as a reference in answering public questions related to the information contained in the letters.	Regional Offices and Partners
<b>Nonrenewal Tool Kit on CD-ROM</b>	CD-ROM — To provide HCFA staff with printable copies of the tool kit contents and where appropriate changeable templates for localized materials. (Located on inside back cover).	Regional Offices and Partners
<b>Medigap Policies and Protections</b>	PUBLICATION — To review information explaining Medigap plans and detailing special protections extended to those affected by nonrenewals. <i>(Also available at <a href="http://www.medicare.gov">www.medicare.gov</a>).</i>	Beneficiary